

## Arizona Service Quality Penalty Calculation - 2007

Month	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Number of Days	31	28	31	30	31	30	31	31	30	31	30	31

### Residence - Business Office Access

Calls in <20 sec	1,220,316	111,413	124,901									
<b>Calls - Total Offered *</b>	<b>1,806,262</b>	<b>114,306</b>	<b>127,527</b>									
% in > 20 sec	32.44%	2.53%	2.06%									
% in < 20 sec	67.56%	97.47%	97.94%									
Penalties (Offsets) Per Day	1,000	-4,000	-4,000									
Total Penalties (Offsets) Per Month	31,000	-112,000	-124,000	0	0	0	0	0	0	0	0	0
Total Residence Access Penalites (Offsets) YTD	31,000	-81,000	-205,000									

### Business - Business Office Access

Calls in <20 sec	28,121	28,000	29,029									
Calls - Total Offered	32,235	31,116	32,709									
% in > 20 sec	12.76%	10.01%	11.25%									
% in < 20 sec	87.24%	89.99%	88.75%									
Penalties (Offsets) Per Day	-2,000	-2,000	-2,000									
Total Penalties (Offsets) Per Month	-62,000	-56,000	-62,000	0	0	0	0	0	0	0	0	0
Total SBG Access Penalties (Offsets) YTD	-62,000	-118,000	-180,000									

### Repair - Business & Residence

Calls in <20 sec	37,877	20,652	36,365									
Calls - Total Offered	46,892	23,935	44,320									
% in > 20 sec	19.23%	13.72%	17.95%									
% in < 20 sec	80.77%	86.28%	82.05%									
Penalties (Offsets) Per Day	0	-2,000	0									
Total Penalties (Offsets) Per Month	0	-56,000	0	0	0	0	0	0	0	0	0	0
Total Repair Access Penalties (Offsets) YTD	0	-56,000	-56,000				0	0	0	0	0	0

### Held Orders

Held Orders	45	5	28									
<b>Access Lines **</b>	<b>1,773,223</b>	<b>1,766,381</b>	<b>1,752,106</b>									
% Held Orders of Access Lines	0.0025%	0.0003%	0.0016%									
Penalties (Offsets) Per Day	-4,000	-4,000	-4,000									
Total Penalties (Offsets) Per Month	-124,000	-112,000	-124,000	0	0	0	0	0	0	0	0	0
Total Held Order Penalties (Offsets) YTD	-124,000	-236,000	-360,000									

### Out of Service Repair Times

Out of Service < 24 hours	15,007	13,582	15,231									
Total Out of Service	22,089	16,263	19,157									
% Out of Service < 24 hours	67.94%	83.51%	79.51%									
Penalties (Offsets) Per Day	2,000	0	1,000									
Total Penalties (Offsets) Per Month	62,000	0	31,000	0	0	0	0	0	0	0	0	0
Total Out of Service Penalties (Offsets) YTD	62,000	62,000	93,000									

Total Service Quality Penalties YTD	93,000	62,000	93,000	0	0	0	0	0	0	0	0	0
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\*Call handling includes 14-state region vs. AZ/NM district

\*\*Retail access lines only